Your Asus UL30A laptop guide

Read this first. It'll help you get started.

We're better, connected

Tips before getting started

- Some messages from McAfee might pop up while you set up your laptop. Close them down until you've registered. Within two days of buying your laptop, we'll send you your username and password so you can register your McAfee internet security. But don't worry, the software will still work and you'll still be protected.
- If you need to download Windows Updates, use a Wi-Fi or home broadband connection. Updates are often large files, so it'll be quicker – and it won't use up your data allowance.
- There's a glossary at the end for any names or terms you're not sure about.

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Getting started

1. What to do first

1. Insert the sim in the slot on the right of the laptop. You'll have to remove the cover, then insert the sim with the O_2 logo facing up and the cut edge going in first. Push it in until it clicks.

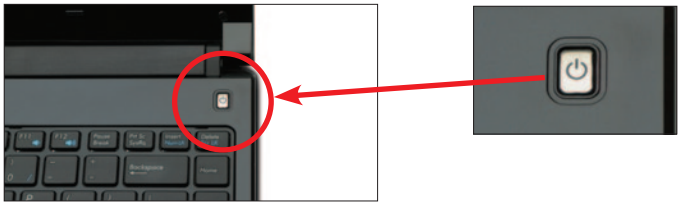
2. Put in the battery. Push it in until it clicks.

3. Remove all the packaging and plastic film from your laptop's lid and screen.

4. Plug it in.

5. Turn it on.

   The first time you use the battery, charge it for at least two and a half hours. (You can use your laptop while it's charging.)

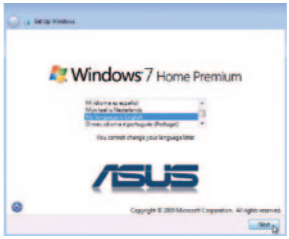


2. Setting up Windows

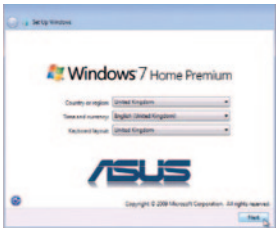
This will take about fifteen minutes.

Windows will start to prepare your laptop as soon as you turn it on.

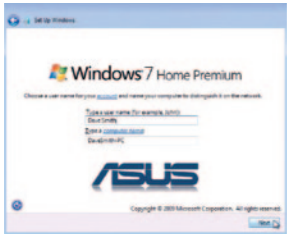
1. Choose your language, click **Next**.



2. Choose your country or region, time and currency, and your keyboard layout. Click **Next**.

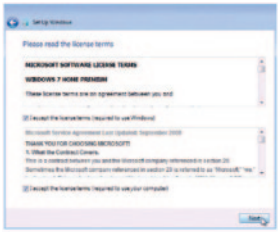


3. Type a username. You can choose a computer name too. Click **Next**.

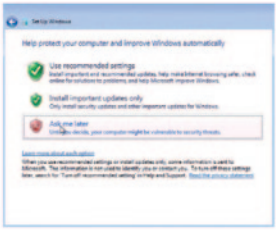


4. Type a password (you don't have to enter a password, but if you do, remember to make a note of it). Click **Next**.

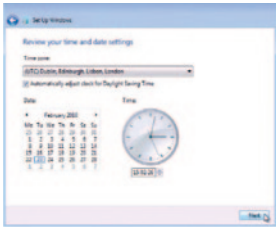
5. Read the agreements. If you accept, tick the boxes. Click **Next**.



6. Choose **Ask me later**. We'll tell you how to turn Windows updates on later.

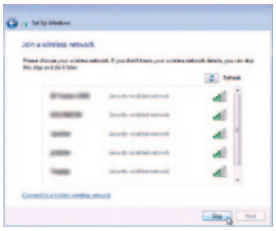


7. Set your time and date. Click **Next**.



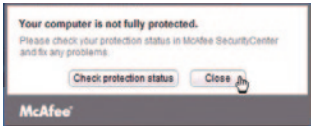
8. Choose **Skip**. We'll tell you how to set up wireless networks later.

Windows will now configure your laptop. Your O_2 Software will also be installed now. It might take a while, so make sure you keep your computer plugged in.



Tip: Your computer may restart during the set up, don't worry, that's normal.
You may also see these boxes during installation:

- A McAfee warning telling you your computer isn't fully protected.
  You just haven't registered your software yet. Close this box for now, we'll show you how to register with McAfee later in the guide.


Your computer is not fully protected.
Please check your protection status in McAfee SecurityCenter and fix any problems.
Check protection status
Close
McAfee

3. Registering your mobile broadband account

Once your computer reboots, you'll see a box called O_2 Mobile Broadband Account (this is Connection Manager).

Follow these steps:

1. Tick the **I'm on the O_2 Mobile Broadband Pay Monthly** button and fill in your details.
2. Fill in your bill date. That's so Connection Manager can estimate how much data you've used. (Don't worry if you don't know your bill date just now, you can add this later by clicking **View Usage**.)
3. Fill your other details. That's so we can keep you up to date with any new software updates.
4. Click **Continue**.

5. A screen will pop up headed 'User Account Control'. This is giving Connection Manager the correct security settings. Click **Yes**.

6. You will now automatically be connected to O_2 Mobile Broadband. To connect to Wi-Fi for a faster connection which doesn't use your data allowance, see page 6.

For detailed information on connecting to mobile broadband, or using Connection Manager to connect to a Wi-Fi network, see the **Using mobile broadband** section towards the rear of this guide.

Getting online

This section will talk you through how to get online. You'll need to do this before moving on to the next sections of this guide.

There are three ways to connect.

1. **O_2 Mobile Broadband**. This uses the O_2 mobile network to connect to the internet. You can connect anywhere, as long as there's O_2 mobile coverage. Check your coverage at **o2.co.uk/mbbcoveragechecker**.

2. **Public Wi-Fi hotspots**. These are wireless networks. You can connect to Wi-Fi through The Cloud for no extra charge in places like Pret A Manger and McDonalds, and through BT Openzone. Other Wi-Fi hotspots might charge you if you connect. Wi-Fi is usually faster than using the O_2 network.

3. **Home Wi-Fi**. This uses your home broadband, and usually gives you the fastest speeds. If your home broadband has a wireless router, Connection Manager can automatically connect to it. You just need to let it know which network is your home Wi-Fi. Or, if you want to create a new network, read the help guide in Connection Manager (click the **?**, then double click **Getting Connected** and choose **Adding a Wi-Fi Network**).

Tip: Wi-Fi is usually the fastest way to connect to the internet (at a public hotspot or at home). You also won't use up any of your data allowance when you use Wi-Fi.

1. O_2 Mobile Broadband

If Wi-Fi isn't available, Connection Manager will automatically connect you to O_2 Mobile Broadband.

If it doesn't, or if you want to connect manually, here's how:

1. Double click the **O_2** icon on your desktop to open Connection Manager. If you can't find it, go to **Start** > **All Programs** > **O2CM-CE** > **O2 Connection Manager** > **O2 Connection Manager**.
2. Click **Show available networks**.
3. Double click **O2-UK** (or whichever network you want to connect to).
4. Click **Yes**.

When you're done, click **Disconnect**.

2. Wi-Fi

Wi-Fi is usually the fastest way to connect to the internet. It's bundled into your O_2 laptop package*. (Using it won't use up your data allowance on the O_2 network.)

*As long as you're using BT Openzone or The Cloud. You can find out more about the terms of your package in your tariff details.

3. Public Wi-Fi hotspots

You can connect to Wi-Fi through The Cloud or BT Openzone for no extra cost. If you're in a hotspot, it will connect automatically.

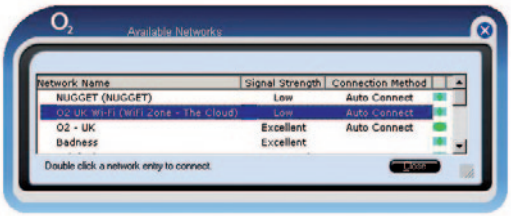
If you're connected to a BT Openzone Wi-Fi hotspot, you can start using the internet straight away. To use BT Openzone, you'll need to have connected to mobile broadband at least once before.

The first time you connect to The Cloud, an internet browser will open and you'll need to register. (We've explained how below.)

You can also connect to other Wi-Fi hotspots. (You might have to pay, though.)

If Connection Manager doesn't automatically connect you to a Wi-Fi Hotspot:

1. Double click the **O2** icon on your desktop to open Connection Manager. If you can't see it, go to **Start** > **All Programs** > **O2CM-CE** > **O2 Connection Manager** > **O2 Connection Manager**.
2. Click **show available networks**.
3. Double click the Wi-Fi network you want to connect to. In this example we've chosen O_2 UK Wi-Fi (Wi-Fi Zone – The Cloud).



4. Click **Yes**.
5. For The Cloud, Connection Manager will open your browser and take you to the registration page. Enter your O_2 Mobile Broadband number and click **Go**.

Tip: You only have to type your O_2 Mobile Broadband number the first time you use The Cloud. After that you can go online straight away.

4. Home Wi-Fi

You can get help creating new networks by going to the Connection Manager's help guide. Here's how.

1. Click the **?** in Connection Manager.
2. Double click **Getting Connected**.
3. Choose **Adding a Wi-Fi network**.

Using your Laptop

Here's some information on how to get the best out of your laptop.

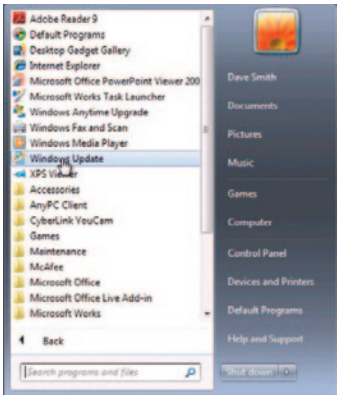
1. Windows updates

Updates are often large files, so it will be quicker if you use a Wi-Fi or home broadband connection – and it won't use up your data allowance. Follow these steps to keep Windows up to date:

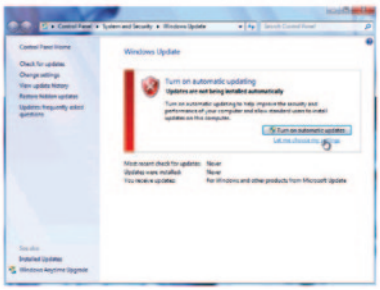
1. Click at the bottom left of the screen.

2. Choose **All Programs**.

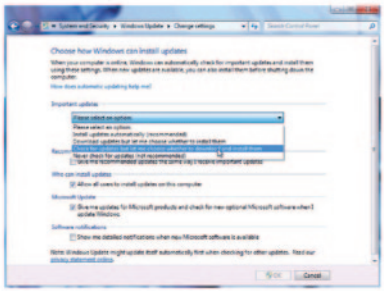
3. Click **Windows Update**.



4. Click **Let me choose my settings**.



5. Select **Check for updates but let me choose whether to download and install them** from the dropdown menu. Click **OK**. Windows will now check for updates.



Tip: Updates are often large files, so it'll be quicker if you use a Wi-Fi or landline connection – and it won't use up your data allowance.

2. About McAfee Internet Security

You've got McAfee Internet Security for the life of your O_2 contract.
It protects you and your family when you're online.

McAfee Internet Security includes:

- Anti-virus
- Anti-spyware
- Anti-spam
- Anti-phishing
- Two-way Firewall
- Web Site Safety Ratings
- Parental Controls

3. Adding McAfee security

McAfee Internet Security is included in your contract. Your computer will be protected by McAfee as soon as you set it up. But you'll need to register to get updates and keep your computer as safe as possible.

4. How to get your password

Within two days of buying your laptop, we'll send you your username and password in two ways:

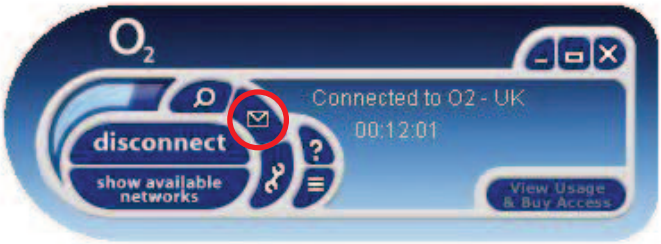
– By email

We'll send this to the address you gave us when you set up your O_2 contract.

– To Connection Manager

1. Double click the Connection Manager icon on your desktop.

2. Click on the envelope icon to open your texts.



Your username and password will be in your text inbox.

5. How to register:

1. Make sure you're connected to the internet, then open up McAfee by double-clicking the icon on your desktop.

2. After a few minutes you'll see this screen. Type your username and password. Read and accept the licence agreement and click **Next**.

McAfee
Activate your McAfee products so you can stay protected from the latest security threats. Activate now by logging in to your account. If you don't have an account, you can create one.
Log In
* Required
*Email Address
DaveSmith@email.com
*Password
End User License Agreement*
I agree
I disagree
Privacy Policy
Cancel

3. Click **Finish**.
   Once you're registered, we suggest you connect to Wi-Fi and run an update. You can open up McAfee any time by clicking the icon on the desktop.

4. When McAfee's finished updating, it might ask you to restart your computer. We recommend you click **Restart my computer now**.

6. My O_2

My O_2 can do a number of things. Some features that you might find helpful are:

– it spots and fixes problems (by itself, or with your help)
– it checks for updates and messages from O_2
– it lets you chat online with the customer service team
– it helps our customer service team fix any problems over the phone

My O_2 works best if you always have it running on your laptop.

My O_2 doesn't affect anything else on your computer. And it won't send us any information about you or any websites you've visited.

7. Open Office

Open Office is on your laptop and ready to use. It has word processing, spreadsheet and presentation applications. For more information visit **openoffice.org**.

Open Office Disclaimer
'These binaries (installable software) are in development. They may not be fully stable and should be used with caution. We make no claims about them.'

8. Restoring your laptop

This will take about thirty minutes.

If at any time you want to restore your laptop to factory settings, follow the process below.

Tip: When restoring your laptop, make sure you've backed up all of your data as your laptop will be completely wiped.

1. Make sure your laptop is plugged in and charging.
2. Turn off your laptop.
3. Turn it on and repeatedly tap **F9** until you see a screen called Windows Boot Manager. Press **Enter**.
4. When you see the screen called Asus Preload Wizard, select your language and click **Next**.
5. You'll see a screen with a licence agreement, click **Next**.
6. Select the Recover Windows to entire HD option and click **Next**.
7. On the next screen you will see a warning to back up your data. If you have backed up, click **Next**.
8. At the final confirmation screen, click **Finish**.
9. Once the restore is finished, press **OK** to shutdown your laptop.

The next time you turn on your laptop you will be taken through the first set up process as if it were a brand new laptop.

Using mobile broadband

1. Text messages

You can send and receive texts through Connection Manager, with your O_2 Mobile Broadband number.

2. Text notification

We'll send you a text to let you know when you've nearly used up your data.

3. When you get a new text

You'll get a pop-up at the bottom of your screen.

A message screen will also pop-up. Click **View Messages** to go to your inbox and read your text.

If you'd rather read the message later, click **OK** to close the screen.

4. Reading your texts

1. Click the **envelope** in Connection Manager.

2. Click **Inbox** to see your texts.

5. To send a text

1. Click on the **envelope** in Connection Manager.

2. Choose the **new message icon**.

3. Write your message and type in the mobile number you want to send it to.

4. Click **Send**.

Texts you've sent will stay in the Sent Items folder.

Tip: You can import your contacts from Outlook or Outlook Express. Click the **Envelope icon** > **Contact list icon** > **Import Contacts**.

6. How much does it cost?

Receiving texts is free. You also have 300 texts a month included in your package. To send more than 300 texts a month, check **o2.co.uk/support** for the most recent prices.

Be careful if you're sending or receiving texts while abroad. It's a lot more expensive. See **o2international.co.uk** for more details.

7. The speed of your mobile broadband connection

O_2 uses different types of Mobile Network: GPRS, EDGE, 3G and HSDPA. HSDPA is the fastest. Connection Manager will connect you to the fastest type available.

8. Using O_2 Mobile Broadband abroad

You can use your O_2 Mobile Broadband in over 100 countries. But remember, roaming charges are outside your monthly allowance and it can get expensive. You can see the exact costs at **o2international.co.uk**.

To keep you protected from unexpected costs, you'll need to let us know before you want to use your mobile broadband abroad. Information on enabling your mobile broadband for international use, and details on charges can be found at **o2.co.uk/mobilebroadbandroaming.** Here you'll also find information on our data roaming Bolt On.

If you're a Business customer, you're already enabled for International use.
You can add Bolt Ons on the same page.

9. Your bill

You can see your bill any time at **o2.co.uk.** Sign in and choose **My O_2**.

We'll also send you an email when you're able to see your bill online. Your monthly bill date is the date of your email, or the date written on your bill (if you asked for a paper version).

Don't worry if you don't know your bill date when you're setting up Connection Manager. You can type it in afterwards by clicking **View Usage**.

If you're a business customer, you can see your bill at **o2.co.uk/business**. Sign in or register for a **My O_2 Account**, then choose **My Bill Analysis**. Your bill date is the same as everyone on your account. If your business doesn't have an account, your bill date will be about a day after you bought O_2 Mobile Broadband.

10. Understanding your first bill

Once you've signed a contract, it takes us a few days to set up your bill. This means your first bill covers a slightly longer period than your other bills. So it will have a few extra days' charges on it (the time between you buying your laptop and us setting up your bill). Your second bill will be your usual amount.

11. Extra charges

We'll add in Bolt Ons, like International Roaming, and charge you if you go over your monthly allowance on the O_2 network. Go to **o2.co.uk/mobilebroadband** for details.

12. Checking your data use

Your O_2 Mobile Broadband comes with a monthly use allowance on the O_2 network as part of your contract. We'll have to charge you if you go over your allowance. Go to **o2.co.uk/mobilebroadband** for details.

Tip: To avoid any surprises on your bill, we recommend you use Wi-Fi or your home broadband network to download large files.

Tip: You can see how much data you've used in Connection Manager.

1. Double click the **O_2** icon on your desktop to open Connection Manager.
2. You'll see how much data you've used above the View Usage button.
3. Click the **View Usage** button to see details of your data bundle. You'll see how much data you've used, and the details you entered when you set up Connection Manager.

You'll get a pop-up when you've nearly used up your data. We'll also send a text to your Connection Manager. For more information on receiving text messages, go to page 14.

You can check how much data you've used on the O_2 network online, too.

1. Go to **o2.co.uk/mybill**.
2. Sign in with your username.
3. Choose **My recent charges**.
4. Choose **UK browse and download**.

There's a 24 hour delay, so the number might not match your up to date bill exactly.

13. Problems getting connected

If you're having trouble connecting, try one or more of these steps:

1. Check the sim card

Take out the sim and wipe it with a dry cloth. Insert the sim with the O_2 logo facing up and the cut edge going in first. Push it in until it clicks.

You can check the sim card works by trying it in an O_2 mobile phone. If it doesn't work in that either, call us on 0844 809 0202 and we'll replace it for you.

2. Move the computer

Try a different place. Something might be getting in the way of the mobile signal, just like it can when you're using a mobile phone.

If you still can't connect, go to **o2.co.uk/mobilebroadband/help**.
Or call us on 0844 809 0202 (0800 977 7337 if you're a business customer).

Tip: You can read FAQs and a glossary at **o2.co.uk/mobilebroadband**.

Safety information

Specific Absorption Rate (SAR)

SAR is a measure of how much energy is absorbed by the body when exposed to a radio frequency, like a mobile phone signal.

It's covered by EU guidelines. The SAR limit for wireless equipment is 2.0 watts/kilogram. We've tested this laptop, and the highest SAR value we recorded was below this limit.

Reduction of hazardous substances

This laptop complies with the EU Restriction of Hazardous Substances (RoHS) Directive (directive 2002/95/EC of the European Parliament and of the Council).

Glossary

1. Automatic Windows Updates
Sometimes your computer will ask you if you want to download new software. You don't have to, but it will keep your software up to date. These updates can use up quite a lot of data, so we suggest you connect to Wi-Fi to download them.

2. McAfee Internet Security
McAfee Internet Security keeps your computer safe from viruses and other threats from the internet.

3. My O_2
My O_2 spots and fixes problems on your computer, and can be a useful way of contacting O_2 Technical Support. It also checks for any new software or messages from O_2.

4. Open Office
Your word processing, spreadsheet and presentation software.

5. O_2 Mobile Broadband
O_2 Mobile Broadband lets you use the internet almost anywhere by using the O_2 network. You'll see this network as 'O2-UK' on Connection Manager.

6. Username
Your own personal profile for using Windows.

7. Wi-Fi/wireless
Wi-Fi or wireless lets you connect to the internet without having to plug anything in.

Help

You can get help over the phone or online.

Online

Go to **o2.co.uk/help/broadband**. Then go to **'Mobile Broadband and O_2 Laptop Help'**.

By phone

If you've got a laptop question, call **0844 809 0202**.
Business customer? If you've got an IT help desk, call them first. If not, call **0800 9777 337**.

More help

If you've got any questions about your bill, or about setting up O_2 services, our contact details are on your bill.

o2.co.uk

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